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Introduction to the  
Social Services  
Department







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REGIONAL MUNICIPALITY OF HAMILTON-WENTWORTH

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GOVERNMENT DOCUMENTS

AN INTRODUCTION  
TO THE  
SOCIAL SERVICES DEPARTMENT



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## M I S S I O N   S T A T E M E N T

Given the resources at our disposal, the Regional Social Service Department will endeavour to operate with maximum efficiency and effectiveness to ensure that all legislative services are delivered swiftly, accurately, and courteously, and that each client is given encouragement and assistance to attain personal independence.



## GENERAL INTRODUCTION TO LEGISLATION & FUNDING

Legislation: With the exception of Regional Social Service Grants, the activities of the entire Department of Social Services are governed and cost-shared with senior levels of government via five pieces of Provincial legislation:

- General Welfare Assistance Act
- Day Nurseries Act
- Homemakers & Nurses Services Act
- Homes for the Aged & Rest Homes Act
- Family Law Reform Act

Some legislation is, in whole or in part, mandatory - the Region must provide; other is permissive - the Region may provide.

Funding:

Through the Canada Assistance Plan; the federal government shares in the cost to the province and municipalities for financial assistance, institutional care, specified welfare services, day care services, and work activity projects. This share is 50% of all costs.

The Province, in some instances, pays 30% of programme costs; for other programmes, however, the Region gets no Provincial assistance.

Finally, the Region pays 20% for some programmes costs, and 50% for those in which the Province does not participate.

All payments of assistance to non-residents of Ontario or to band Indians are totally recoverable by the Region from the senior levels of government.

Social Service Grants are 100% Regional costs.

### HOW TO MAKE A PROPER INQUIRY OF THE DEPARTMENT

If a Councillor or other authorized person wishes to contact the Department about a financial situation, it is important that the caller have as much information as possible.

1. The Income Maintenance programme is computerized and, therefore, specific information is required if the client is to be efficiently identified. To facilitate this it is helpful to know the following:

- client's surname and first name;
- date of birth;
- address and telephone number

(While the telephone number is not used for computer identification, it does provide ready access to the system).

2. It is also ~~important to identify~~ the programme the client is on. General Welfare Assistance clients are dealt with by the Regional system. Family Benefits clients are dealt with by the Provincial system. It saves a lot of time and effort if this information is obtained early in any discussion. Family Benefit problems can more easily be solved by calling 521-7280, rather than by directing it to the Regional office.
3. Telephone numbers for the Regional Social Service offices are listed on the following pages. If the person about whom the inquiry is being made is on General Welfare Assistance, having an address will allow contacting the Team Supervisor or Worker directly (see chart on Page 9) by dialing the appropriate telephone extension.



SUPPORT SERVICES DIVISION - Leena Kinanen, 526-4288

The Social Services Department, through its Support Services Division, has provision for the following services:

I. Subsidy Programmes - Supervisor Ida Thomas - 526-4241

1. Day Care Subsidy under Day Nurseries Act

Day Care Subsidy is available for families with children between the ages of 6 weeks - 10 years who are in need of assistance in meeting their day care costs and who qualify under the Day Nurseries Act, Regulations and Standards made thereof, and Regional Policies and Procedures.

The subsidy is available for both group care in the Day Care Centre or half day nursery setting through purchase of services and/or home care through the Private Home Day Care programme.

In the case of handicapped children, the subsidy is available for a half day programme up to 16 years of age for all children, regardless of their financial status. The following criteria is used to determine the priority for service provision:

- Single parents working
- High risk and handicapped children, upon referral
- Low income two parent families working
- Child abuse, neglect and deprivation, upon referral
- Single parent in retraining
- Single parent looking for work
- Spouse looking for work (low income)
- Spouse retraining (low income)



2. Family Life Skills - Group Session - Parents/Women

The Department has provision, through Purchase of Service contracts, for group programmes for parents/women who need to gain skills related to child guidance and management, nutrition and personal life skills, upon referral from medical and/or social welfare professionals.

3. Homemakers and Nurses Services Subsidy Under Homemakers & Nurses Services Act

Homemaking and Nursing Services subsidy is available to families, elderly and handicapped individuals, who qualify under the Homemakers and Nurses Services Act and have a referral from Health and/or Social Service professionals. This subsidy is available only for short-term care (not attendant care) through Purchase of Service contracts with agencies providing homemaking and nursing services.

II. Direct Programmes - Supervisor Jane Soldera - 578-0347

1. Private Home Day Care Under the Day Nurseries Act

Private Home Day Care services are available through Providers offering this service in their own home. The selection, training and administration of the Care Providers is carried out by the Regional Home Visitors, in accordance with the Day Nurseries Act, Standards and Regulations and Regional Policies and Procedures made thereunder.

The purpose of the Private Home Day Care service is to be an alternative to the traditional group care, and complement the services provided by day care centres.



This service focuses on provision of services primarily to infants and school-aged children, enabling them to remain in their own neighbourhoods - for infants, close proximity to the home and intimacy of care - for school-aged, close proximity to both school and home. Further, the Private Home Day Care setting helps families in need of day care in those areas of the Region where no group care is available. (See also Subsidy Programme).

2. Home Management Programme under The Homemakers & Nurses Services Act

The Department has provision for direct homemaking services in a group setting or on an individual basis.

The purpose of this service is to provide guidance and assistance to the families and individuals to improve their home management skills: nutrition, cooking, budgeting for ordinary needs and managing daily routines of their families and children, and further, in coping with the community and finding the supportive services it offers.

III. Red Hill Family Centre - Supervisor Susan Bridgehouse - 578-1652

The Department has provision for direct day care services for normal and handicapped children under the Day Nurseries Act, Standards and Regulations and Regional Policies and Procedures made thereunder.

The Red Hill Family Centre is an integrated setting, accommodating normal and handicapped children and their families. It provides programmes for parents, individually and in groups, related to child guidance, nutrition, life skills and self-esteem. This service is available for anyone requiring day care services and upon referral for handicapped children and children with other psycho-social needs.



IV. Helping Hands - Supervisor Ruth Cioruch ---528-1688:

The Department has provision for home support services through its Helping Hands inservice training programme. The purpose of this programme is twofold:

1. It provides inservice training for General Welfare Assistance and Family Benefits Act clients in non-trade house repair, yard, garden and indoor cleaning.
2. The persons in training provide, under supervision, home support services by way of non-trade house repairs, yard, garden and indoor cleaning services.

The service is primarily for low income families, handicapped and elderly persons upon self and/or professional referral. The Ministry and Regional policy require that financial needs testing be done. The persons who do not qualify for subsidy will pay an hourly rate for the services provided.

Note: Non-subsidized clients are accepted only second in priority to the low income subsidized families and individuals, in accordance with the Regional Policy.



V. Family Violence - Committee on Family Violence

The Department has provision for ongoing training of its staff through its Support Services Division, Family Violence Committee, in regards to child abuse and wife battering.

The Committee selects its members from the Regional Departments dealing with these issues. Its objective is to ensure proper procedures, share information, and act as a resource to the staff when required.

ACCOUNTING AND SYSTEMS - Linda Mooradian, 526-4307

This Division is responsible for the preparation of various financial information and the daily functioning of the computer programmes. It is also a primary liaison with the Finance Department, City Hall Systems and with Personnel for general matters. In addition, this Division liases with various Ministry personnel concerned with budget and financial matters.

SPECIFIC ACTIVITIES

1. Financial Activity

The major areas of financial activity are: the monthly claim forms required to be completed for the recovery of subsidies from the Province, the annual preparation and co-ordination of the Departments budget in conjunction with the division heads; preparation of year-end final balances; the monitoring of the Departmental budget and the preparation of accounts; authorization of all department billings, payroll and personnel matters and other general duties specific to finance and accounting. The Department's budget is now in excess of \$65 million gross and \$15 million net. There are six major divisions in the Department and within these divisions, there are approximately 40 - 50 specific programmes.

2. Systems Section

The systems section involves the maintenance and monitoring of the computer program which continually updates client files and generates monthly assistance cheques. Also, responsible for program changes required to maintain an efficient and effective system. A manual cheques system is also maintained to handle emergency assistance and special situations. In addition this section is required to co-ordinate and/or assist with banking charges and problems. The section is also a key liaison with the planning and/or development of new systems for the Department. This involves enhancements of the existing system as well as new systems such as utilizing the Wang equipment and related programmes such as Lotus 123.



SOCIAL PLANNING & POLICY DEVELOPMENT DIVISION - Norma Walsh, 526-4179

This Division has major responsibility for community liaison, Social Service Grants, programme evaluation, researching needs, programme development, and policy responses, etc., through use of research studies, task forces, and advisory and ad hoc committees of the Social Services Committee.

SPECIFIC ACTIVITIES

1. Counselling Contracts

The Department purchases group and individual counselling from selected community agencies for families and singles in receipt of social assistance allowances or on very low incomes.

2. Social Service Grants

The Region contributes to the support of approximately 50 community programmes each year via social service grants. The Department reviews and collates the applications for consideration by the Social Services Committee and Council. Some monitoring of services is also done throughout the year.

3. Community/Liaison/Consultation

This activity involves work with major planning organizations, e.g., District Health Council, Social Planning & Research Council. It also includes the provision of consultation re agency programmes, funding, co-ordination, etc.

4. Assessing Community Needs/Research

This ongoing activity concentrates on specifics, e.g., low-cost family housing, emergency shelters. Wherever possible, the Department works in conjunction with other community services concerned about the same issues.

5. Regional Advisory Committee for the Physically Disabled

This Committee is appointed by Council and is mandated to advise Council on the needs of the physically disabled in the Region and methods to meet these needs.

6. Food & Shelter Assistance Advisory Committee

This Committee monitors the delivery system of basic services to the poor in the Region and works to alleviate the causes of programme shortcomings and deficiencies.

7. Policy Responses

The Division prepares responses to government reports and studies and works in conjunction with the Ontario Municipal Social Service Association to urge changes in government legislation and programmes.



EMPLOYMENT PLACEMENT DIVISION - 526-4397

The mandate of this Division is to establish maximum access to employment and training opportunities, for recipients of General Welfare Assistance in the Hamilton-Wentworth Region.

SPECIFIC ACTIVITIES

1. The major component is placement in employment of "job ready" persons. However, some referrees are identified as having barriers to immediate employment and are referred to the community resource considered best equipped to remove those barriers. These resources include a wide range of academic upgrading and skill training programs sponsored by Canada Employment Centers, Citizen Action Group, Youth Employment Center, LONAR, Job Club, Youth Employment Preparation Program, Helping Hands, and Third Sector Employment Enterprises.
2. Employment Placement involves maximum utilization of job creation projects sponsored by all levels of government for all target groups of unemployed persons.

Close liaison with Canada Employment Centers is maintained by the presence of one Regional staff person on a part-time basis in the Casual Employment Center at 60 Mary Street, and at 40 Wellington Street North, C.E.C.'s main office. The number of casual placements made because of this arrangement has tripled since 1983, and a significant number have developed into full-time positions.

Constant contact is maintained with an ever increasing number of public and private employers who have demonstrated interest in making opportunities available to our clients on an ongoing basis. New employer marketing initiatives have been taken in 1985 under a provincially sponsored "Job Developer" programme.

DIVISION - SERVICES FOR THE ELDERLY

P. P. PAPP, DIRECTOR (575-1500)

Through its Division; Services for the Elderly, the Regional Department of Social Services provides care for not only our physically and mentally well senior citizens, but also for our physically and mentally impaired residents under the Homes for the Aged and Rest Homes' Act.

- 1) The Division oversees the operation and administration of the following two Homes for the Aged:

- a) Macassa Lodge - located at 701 Upper Sherman Avenue,  
Hamilton  
- 366 beds (199 extended care)
- b) Wentworth Lodge - located at 41 South Street, Dundas  
- 210 beds (119 extended care)

Homes for the Aged are designed for persons over 60 years of age who need supportive services in their daily living. Homes can be operated by non-profit groups or municipalities.

Services offered are either residential care or a combination of residential and extended care services.

Residential Care - A person accepting residential care services pays the established per diem cost according to financial ability. For those receiving residential services who are not able to pay full per diem cost, the province provides financial assistance in the amount as prescribed by the legislation.

Extended Care - To receive extended care services the Province pays the full amount over an established daily rate (known as the co-payment) to a maximum per diem as prescribed by legislation.

A person may be admitted to a municipal Home for the Aged if he/she is over 60 years of age if the Home feels that adequate services can be provided. A person under the age of 60 years of age may be admitted under special circumstances if approval by the Committee/Board of the Home, and prior approval has been received from the Ministry of Community and Social Services.

A medical examination by the physician for the Home is a necessary part of the application procedure.

- 2) Community Support Services

The Division also provides a network of community support services through its Outreach Program at Macassa Lodge and, its ancillary program at Wentworth Lodge. These community support programs consist of the following:



a) Meals-on-Wheels

Mountain Area, Hamilton services by Macassa Lodge  
20,000 meals per year  
Dundas community, serviced by local church groups  
through Wentworth Lodge

b) Day Program

Operated five (5) days per week at Macassa Lodge  
providing a hot, nourishing meal.  
Some paramedical services and social interaction for  
seniors who wish to remain in their own homes, but  
enjoy the setting of a facility-based program.

c) Diners Club

Meals are provided at Macassa Lodge for seniors living  
nearby who wish to enjoy a luncheon and/or evening  
meal outside of their own home.

d) Satellite Group Homes

Small private homes providing residential services  
for physically mobile residents which are operated  
under the auspices of the Division.

All programs and services provided by the Division fall under  
the jurisdiction of the Ministry of Community and Social Services,  
Regional Council, Social Services Department administered by the  
Commissioner of Social Services.

All referrals for admissions and/or information can be channelled  
through the Divisional administrative office located at Macassa  
Lodge (575-1500, ext 231)

3) Residential and Community Services

In July 1983, the Division assumed the responsibility throughout  
the Hamilton-Wentworth area for the 2nd Level Licensed Lodging  
Homes, which require and enter into subsidy contracts with the  
Region in accordance with the regulations of the General Welfare  
Assistance Act which address "provision of domiciliary hostels  
for persons in need of food and shelter on a long-term basis  
in conjunction with Public Health and Licensing Dept., City of  
Hamilton.

As of January 1986 the Residential and Community Services Unit  
was subsidizing approximately 45 homes totalling 752 beds of  
which 500 are currently subsidized.

All subsidy contracts are carefully scrutinized through the  
eligibility review process approved by Regional Council in June 1985.

All referrals and information can be channelled through Residential  
and Community Services Unit at 575-1500, ext 231 or 385-5385.

REGIONAL MUNICIPALITY OF HAMILTON-WENTWORTH  
DIVISION OF SERVICES FOR THE ELDERLY  
MISSION STATEMENT  
APRIL 1, 1985

The Division of Services for the Elderly is a unit of the Social Service Department of the Regional Municipality of Hamilton-Wentworth, which operates two non-profit municipal Homes for the Aged and supportive community services within the geographic region of Hamilton-Wentworth. Its primary goal is to provide an independent environment for its clients, to enhance the self-esteem, physical functioning and social functioning of seniors within the Division's network.

Services Provided

The Division is a long term care organization consisting of two municipal Homes for the Aged, totalling approximately 590 beds (285 extended care beds), which provide a broad range of services to meet the needs of physically and mentally well clients, as well as addressing the physical and mental impairments of our frailer population through a network of institutional and community support programs, such as Meals-On-Wheels and Daycare programs. Services are available in the fields of psychiatry, dentistry, podiatry, speech, hearing, occupational physiotherapy, recreational activities, and nursing and dietary services. Because of its specialized, trained in-house personnel, the Division offers special community services such as Macassa Lodge's Meals-On-Wheels program. It is also very active in physical rehabilitation, and the assessment and treatment of physical impairments, particularly for those residents who are suffering from Alzheimer's disease. The Division is developing strength in the delivery of special care, community support programs and intermediate care.

Referral Patterns

The Division obtains referrals through central Intake and Counselling Units located at Macassa Lodge and Wentworth Lodge, in consultation with the Placement Coordination Services.

In accordance with our regulations, all clients are considered as to the possible utilization of community support options before any consideration is given to institutionalization.



### Institutional Relationships

The Division believes that the sharing of resources and programs by health and social care agents is both appropriate and beneficial. The Division actively participates in such organizations as the District Health Council, the St. Joseph's Hospital Foundation, Mohawk College, the faculties of Medicine and Nursing at McMaster University, the Office on Aging at McMaster University, and related associations such as the Ontario Association of Homes for the Aged and the Ontario Long Term Care Residential Association.

### Education

The Division will encourage, support, and cooperate in all educational programs aimed at improving the health of the community-based and institutionally-based elderly. In particular, it is the mandate of the Division to ensure that the competence of its staff is maintained at the optimum level. Therefore, its affiliation with the educational facilities located within the Region, including McMaster University and Mohawk College, is constantly kept up to date.

### Technology

While the Division will not normally pioneer new knowledge, it has embarked on participation in research projects conducted by reliable sources, particularly in consultation with the Faculty of Health Sciences at McMaster University, and Mohawk College.

### Religion

The Division, through both of its Homes for the Aged, provides a number of denominational services, and subscribes to basic humanitarian and Christian beliefs in its operation and management. The Division operates in complete compliance with the Human Rights Legislation, and ensures that the rights of the residents are maintained regardless of race, colour or creed.

### Cost of Care

The cost of providing residential and extended care is noted in the Division's governing legislation, and ensures that no one who is unable to afford the services offered by the Division will be denied

access to them. As well, the cost-efficient services ensure that the standards of quality are consistent with and exceed those available in comparable facilities.

### Summary

It is the ultimate goal of the Division of Services for the Elderly to ensure that the standards of the Canadian Council on Hospital Accreditation (Long Term Care) and the regulations of the Ministry of Community and Social Services are maintained at the highest level. Service to the elderly can be considered as one of the most highly rewarding and satisfying vocational pursuits. To this endeavour, the staff and volunteers of the Division are willing to make the extra effort to ensure the highest quality of care for our residents.



INCOME MAINTENANCE DIVISION

(Michael Schuster, Director 526-4367)

(a) GENERAL WELFARE ASSISTANCE (G.W.A.) -

Alf Spencer, Manager of Income Maintenance Teams - 526-4318

General Welfare Assistance is designed to cover cases of short term or temporary financial need. Assistance is granted for food, clothing, personal needs, special diet foods, household supplies, shelter, utilities and fuel. Rates are set by the Provincial Government. The amount received depends on income, expenses, the size of the family and ages of the children. Free medical and hospital insurance is available as well as coverage for prescription drugs.

A discharge allowance is also available to clients eligible for General Welfare who are being discharged into the community from an institution.

Any resident may apply for General Welfare Assistance regardless of citizenship, or length of residence in Ontario, as long as he or she is in financial need and not regularly employed.

To be eligible for assistance, a person might be:

- unemployed and looking for work;
- a mother supporting children alone;
- private foster parent;
- sick and not receiving sick benefits;
- disabled or blind and not receiving Family Benefits Allowance;
- elderly but not receiving Old Age Security;
- attending high school but living independently of family;
- in an unusual situation of distress.

Applicants under 18 years of age - assistance is granted to persons under 18 years of age only in exceptional circumstances of family breakdown. Each case is assessed individually.

Application Process

The Social Services Department operates a phone-in system. Clients phone the Department to request an application for General Welfare Assistance. Applications for assistance are completed in the applicant's home. An application (Form I) will be completed within three (3) working days from the initial contact.

Issuing of Assistance

General Welfare Assistance is normally for periods of not less than one-half month. Issuances for shorter periods can involve a transition to the monthly schedule, a client who is eligible for a shorter period, a client who is transient, or a client who requires assistance in handling their finances.

Cheques are mailed to the client's home on a monthly or bi-weekly basis. Cheques are also mailed to clients making their initial application unless there are extraordinary circumstances which would necessitate a client picking up a cheque at the office.

### Continuing Eligibility

Visits to clients' homes are made by Social Service Workers to determine continuing eligibility and to assist clients with their needs.

A Statement of Income must be completed by clients as a measure of continuing eligibility each month. This form must be rendered to the office on the 15th day of each month.

Applicants and/or any of their dependents must avail themselves of any source of income to which they are legally entitled. Failure to acquire said funds will be taken into account in calculating eligibility for General Welfare Assistance.

### Job Search

An employable client is required to be registered at Canada Employment Centre and be actively looking for employment. A client is expected to accept any legal full or part-time employment providing it does not impose any extraordinary hardships.

### Major Changes

All clients are expected to report any changes in their circumstances to their worker, which may affect their eligibility.

### General Income

Recipients of General Welfare must report all gross earnings, income, and assets from any sources received from the 15th of the previous month to the 15th day of the current month on a Statement of Income.

### Earnings

Any reported earnings are deducted from the recipients welfare budget after the earnings exemption formula is applied:

#### INCOME EXEMPTION FORMULA

<u>SITUATION</u>	<u>BASIC EXEMPTION MONTHLY</u>	<u>EXCESS EXEMPTION</u>
1. Single Person	\$ 50.00	Plus 25% of the excess balance.
2. Head of Family living with spouse	\$100.00	Plus 25% of the excess balance.
3. Head of Family not living with spouse	\$140.00	Plus up to 50% of the balance (not to exceed \$50.) or as in 2.; whichever is the greater exemption.



- \* Should the net amount of income be greater than the welfare budget, the client will be ineligible for assistance.

### DEDUCTABLE INCOME OF OTHER EARNINGS

	<u>DEDUCTIONS</u>
Government Allowances (ie. FBA, Gains, Pensions, compensation for Victims of Crimes)	100%
Property:	
a) Rooms	\$20.00
b) Rented self-contained quarters (in principal residence)	60%
(other than principal residence)	100%
c) Room and Board:	
Boarder, under 18 years old	\$20.00
Boarder, 18 years and over	\$40.00
Insurance, Annuities, Superannuation	100%
Maintenance of Support	100%
Payments Available from a Sponsor (Immigrants)	100%
Mortgage Receivable	100%
Training Allowances	100%
Payments received by, or on behalf of a foster child, other than casual earnings	100%

### ALLOWABLE INCOME ITEMS

1. Family Allowances;
2. Earnings of dependent children;
3. Payments made by C.A.S. or C.C.A.S. under The Child Welfare Act (child is not eligible for G.W.A.) ie. to foster parents;
4. Interest and dividends on liquid assets;
5. Donations from charitable institutions;
6. Payments or refunds under the Income Tax Act;
7. Indian Act payments (Canada);
8. Work Activity Incentive Allowances;
9. Grants and bursaries to students under Ministry of Colleges and Universities Act;
10. Severely handicapped Child Allowance (FBA or Order-In-Council);
11. Income from Sheltered Workshops;
12. Death benefit payment (lump sum payment), under the Canada Pension Plan (Canada), intended for the spouse on behalf of the deceased spouse or dependent.

### ALLOWABLE LIQUID ASSETS

Liquid assets are items which can readily be converted into cash including money in the bank, stocks, bonds, R.H.O.S.P. and R.R.S.P.'s or property (other than residence).

1. For a person who is 65 years or over, deemed to be permanently unemployable or disabled:

Single person	\$3,000.00
Two persons	5,500.00
For each additional Dependent add:	500.00

2. For a person temporarily on General Welfare Assistance but who will eventually qualify for Family Benefits or another long-term assistance program:

Single person	\$2,500.00
Two persons	5,000.00
For each additional Dependent add:	500.00

3. For a person temporarily unemployable or employable with or without dependents:

Assets cannot exceed one month's assistance.

4. Foster Child \$2,500.00

### APPEAL PROCESS

Not every client who applies for General Welfare Assistance will qualify for benefits. Nor will all clients receiving benefits be eligible on a continuing basis. When a client is refused assistance, the client is informed in writing of the decision and the reason for refusal. At the same time, the client is informed of his right to appeal this decision.

Appeals can be made at two levels:

- 1) The Internal Department Appeal, or
- 2) Social Assistance Review Board

In both cases, the client is informed of their right to have a local advocacy group assist them in the appeal process.

Internal Department Appeal - is reviewed in the following order:

- the worker's supervisor
- the Manager
- the Director of Income Maintenance
- the Commissioner of Social Services

If assistance is denied after the internal department appeal, the next appeal process is the Social Assistance Review Board.



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Social Assistance Review Board - appeals must be made within 30 days of the refusal or termination of assistance. Appropriate forms will be provided upon request from the Social Services Department.

(b) SPECIAL INCOME

Gary Stefanow, Supervisor - 526-4329

Funds are available to eligible recipients of Family Benefits for:

- psychological assessments
- denture and emergency dental services
- surgical supplies and dressings
- optical services
- prosthetic appliances
- vocational training and retraining
- travel and transportation
- moving
- funeral and burial
- home appliances and repairs
- essential furniture
- home repairs

Special Assistance for recipients of GWA is available for the items listed above, as well as a back to school clothing allowance for recipients with children (under 18) attending school.

These items are also available to low income residents who meet the requirements of a means test (ie. clients on fixed incomes, working poor etc.). Such clients may also receive free drugs, but not psychological assessments.

(c) ELIGIBILITY REVIEW UNIT

Jack Brown, Supervisor - 526-4361

Cases of suspected fraud are investigated by this Unit and if appropriate, charges are laid and convictions pursued. This unit also oversees the transfer of cases to the Provincial Family Benefits Program and makes provisions for the recovery of funds issued to clients for which they are not entitled.

(d) PARENTAL SUPPORT UNIT

Raffaella Cowell, Supervisor 526-4343

The major purposes of this unit are to obtain monies to which the Department may be entitled, to facilitate the movement of General Assistance clients to other sources of income as quickly as possible and to assist deserted/separated spouses in obtaining support to which they are legally entitled.

Working under the Family Law Reform Act, the Unit deals with all separated female clients who are deserted, separated, or divorced, of a legal marriage or a common-law union, with or without children; it also works with unwed mothers.

The staff may negotiate private agreements for support, initiate support actions through Unified Family Court, review the adequacy of existing Court Orders and agreements, monitor payments and follow-up on defaults, search for spouses, and monitor Family Court assignments.

(e) HOSTEL UNIT

Bob Biggs, Manager - 526-4474

Where a person or family requires temporary food and shelter, the department is able to subsidize a short-term stay in a licenced, approved hostel for those who meet eligibility criteria. The Department contracts to pay the subsidy to 12 local hostels; the hostel program workers may guide and assist the residents in relocating to a more permanent situation. The hostels are available for single men and women as well as women with their children. A number of the residences are treatment oriented and two provide services to victims of family violence.

(f) EMPLOYMENT SERVICES UNIT

Jim Boles, Manager 525-8240

Responsible for providing employment services to GWA clients by (i) assessing and evaluating a client's employability; (ii) referral of clients to training or job opportunity programs; (iii) providing work activity to help clients overcome their barriers to employability; (iv) providing an opportunity for client interaction and self-learning of job search skills. The Unit provides these services through two projects:

Work Activity Project (LONAR) offers academic upgrading, work experience, discipline, work skills and personal counselling for recipients of G.W.A. and F.B.A. who have obvious barriers to employment.

Youth Employment Preparation Project (YEPP) assists employment disadvantaged youth between the ages of 16 to 24 who are in receipt of G.W.A., to assess their employment barriers, prepare an individualized plan, refer to appropriate community services and/or to assist them in finding a job. Employment related expenses for such items as work boots, clothes, transportation etc. are also available.



A P P E N D I X

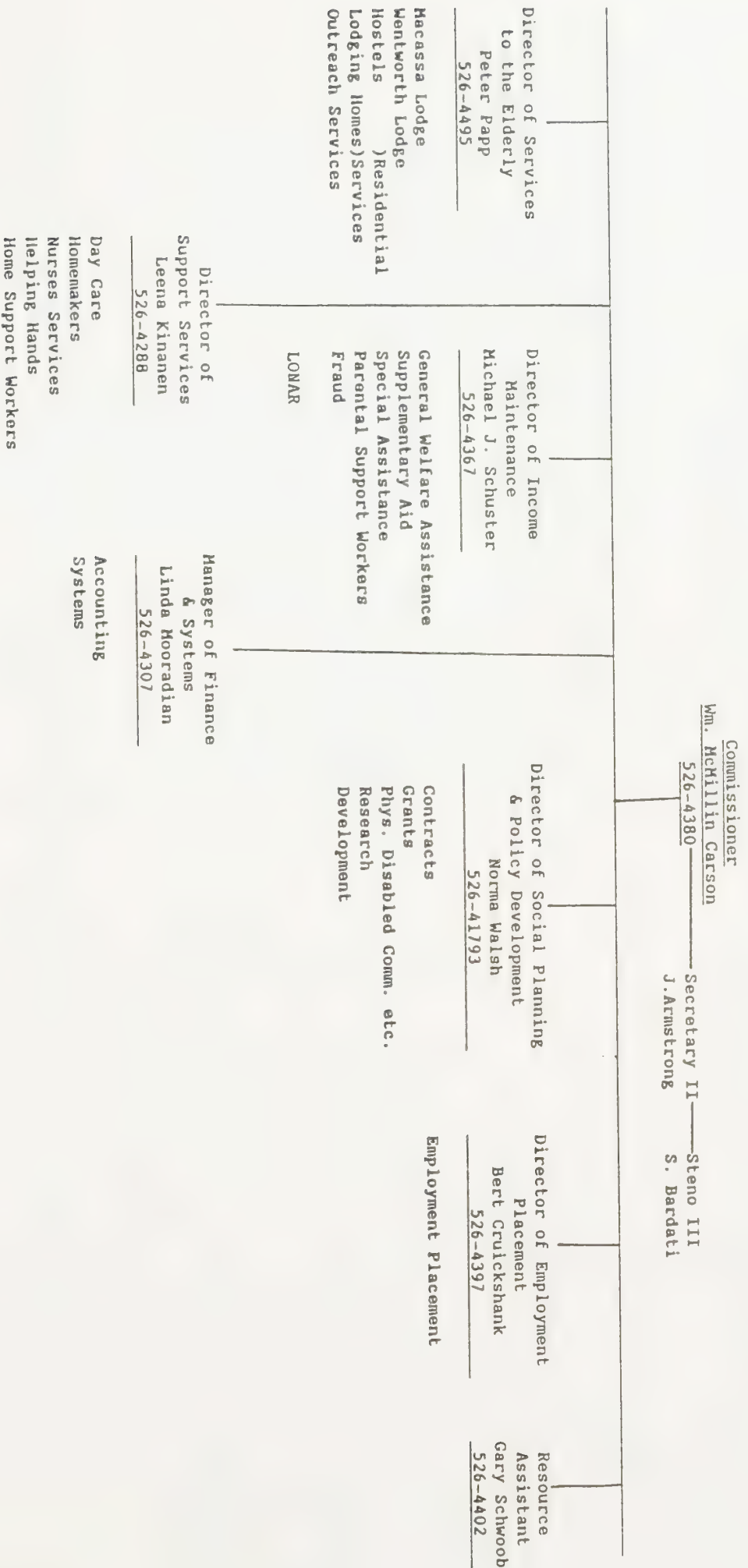
DEPARTMENTAL CHARTS





THE REGIONAL MUNICIPALITY OF HAMILTON-WENTWORTH  
DEPARTMENT OF SOCIAL SERVICES

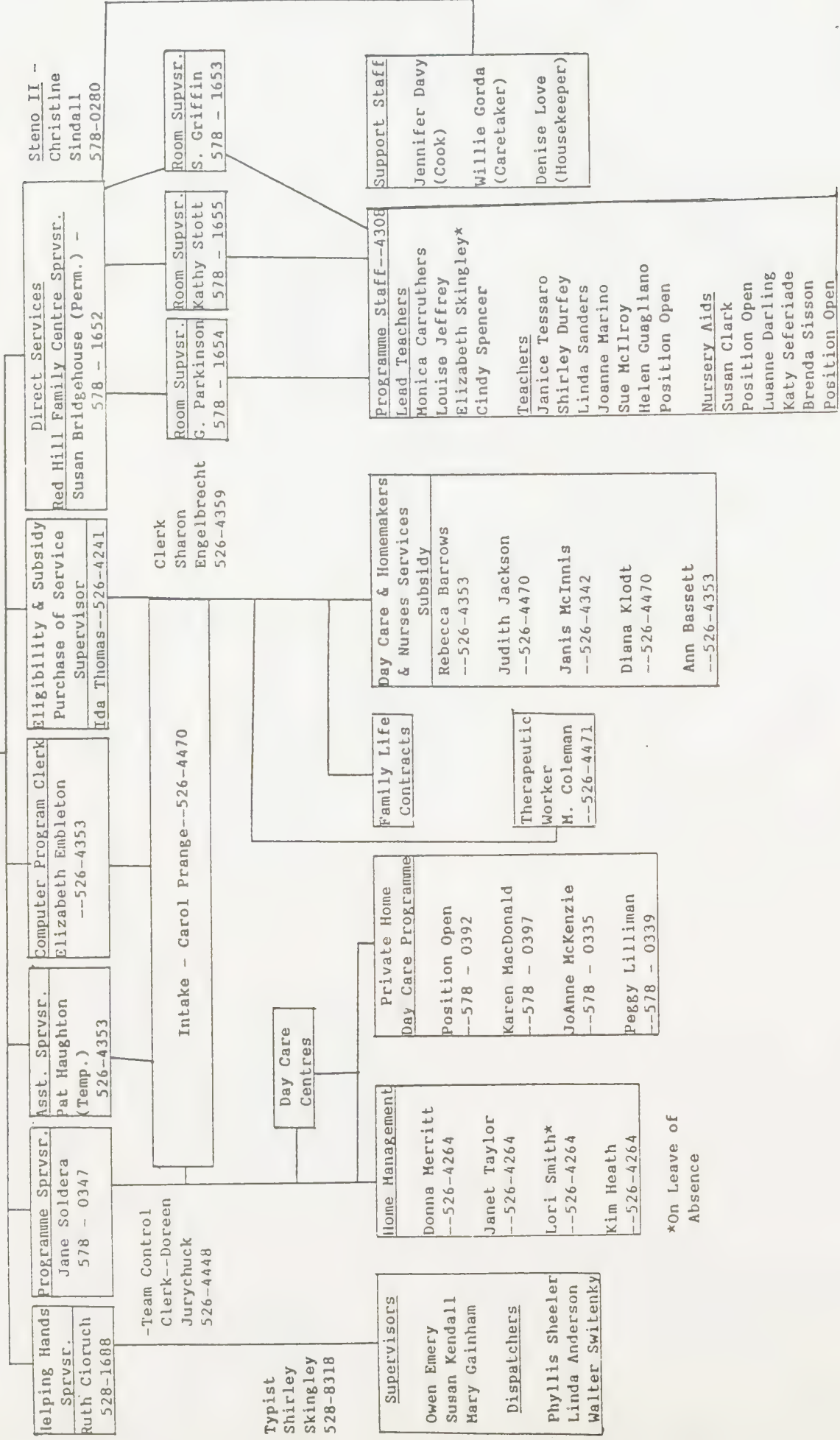
ORGANIZATIONAL CHART



January 1986

SUPPORT SERVICES DIVISION

Maena Kinanen, Director  
Support Services



\*On Maternity Leave



Wm. McMillin Carson  
Commissioner of Social Services  
526-4380

LINDA MOORADIAN  
526-4307  
MANAGER OF ACCOUNTING & SYSTEMS

Systems Supervisor  
526-4406  
Russ Ferguson

Clerk Typist III  
526-4346  
Marlene Revell

COMPUTER TERMINAL OPERATORS

M. Ryznyk  
H. Ross

CHEQUE WRITER

S. Costantino

STATISTICAL CLERK

S. Kellogg

PAYMENT CONTROL

L. Brown

January, 1986

Wm. McMillin Carson  
Commissioner of Social Services  
526-4380

N. WALSH  
526-4179  
SOCIAL PLANNING & POLICY DEVELOPMENT

Steno II--Janet Foster  
526-4180

Counselling Contracts

Family Services of H-W  
Catholic Social Services  
Big Brothers Association  
John Howard Society  
Elizabeth Fry Society  
Pastoral Counselling Centre  
Canadian Hearing Society  
Alternatives for Youth

Social Service  
Grants  
(50+)

Community Liaison &  
Consultation

Social Planning &  
Research Council

District Health  
Council

Regional Co-Ordinating  
Committee on Mental  
Retardation Services

Task Forces

- Roxborough Centre
- Hamilton Youth Hostel Association
- Hamilton Law Association
- Hamilton Area Teen-Age Mothers' Society
- Council of Catholic Charities

Needs Assessment  
Research

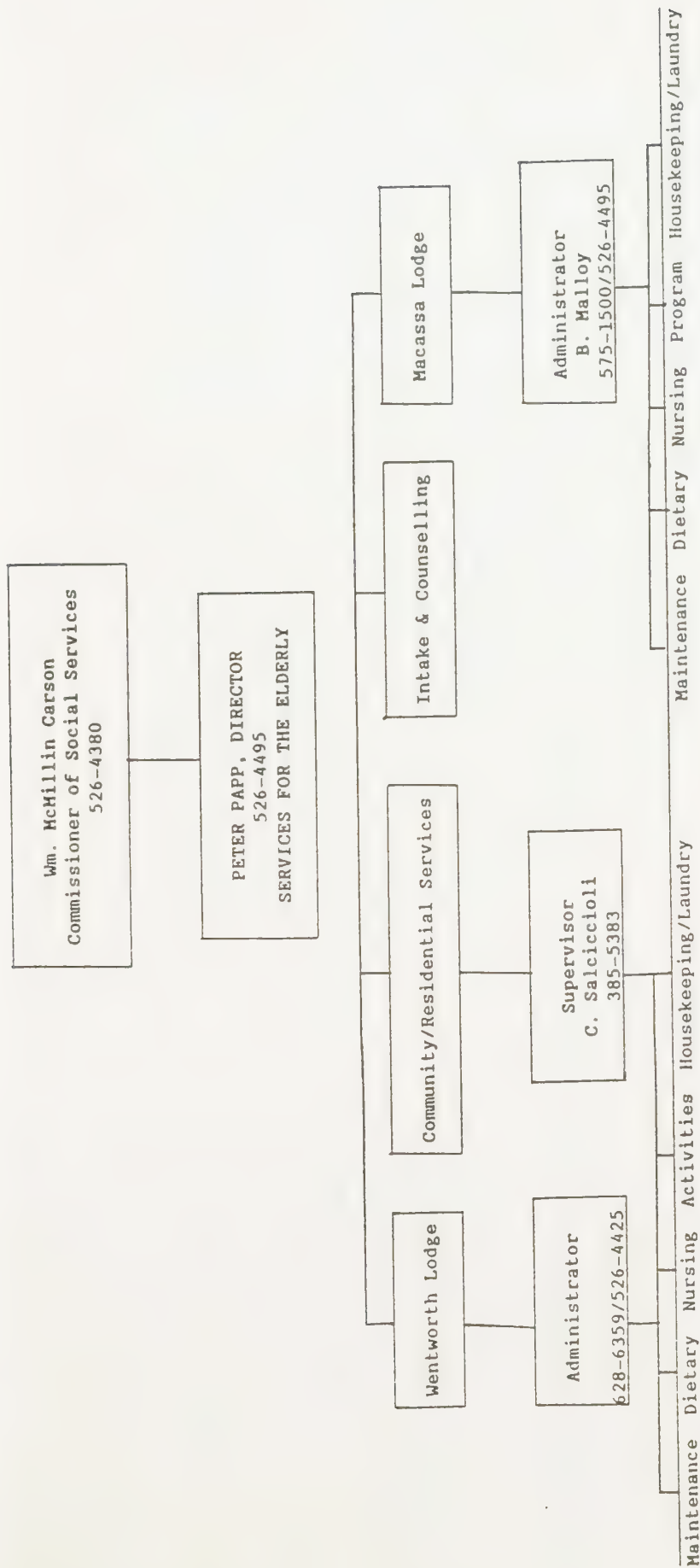
Housing for the  
Physically  
Disabled

Single Women On  
CWA Over 40 Yrs.

Ad Hoc & Advisory  
Committees

Regional Advisory  
Committee for the  
Physically Disabled

Food & Shelter  
Assistance Advisory  
Committee

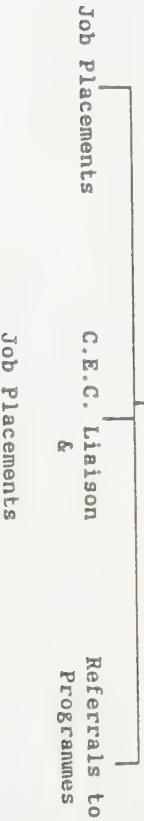


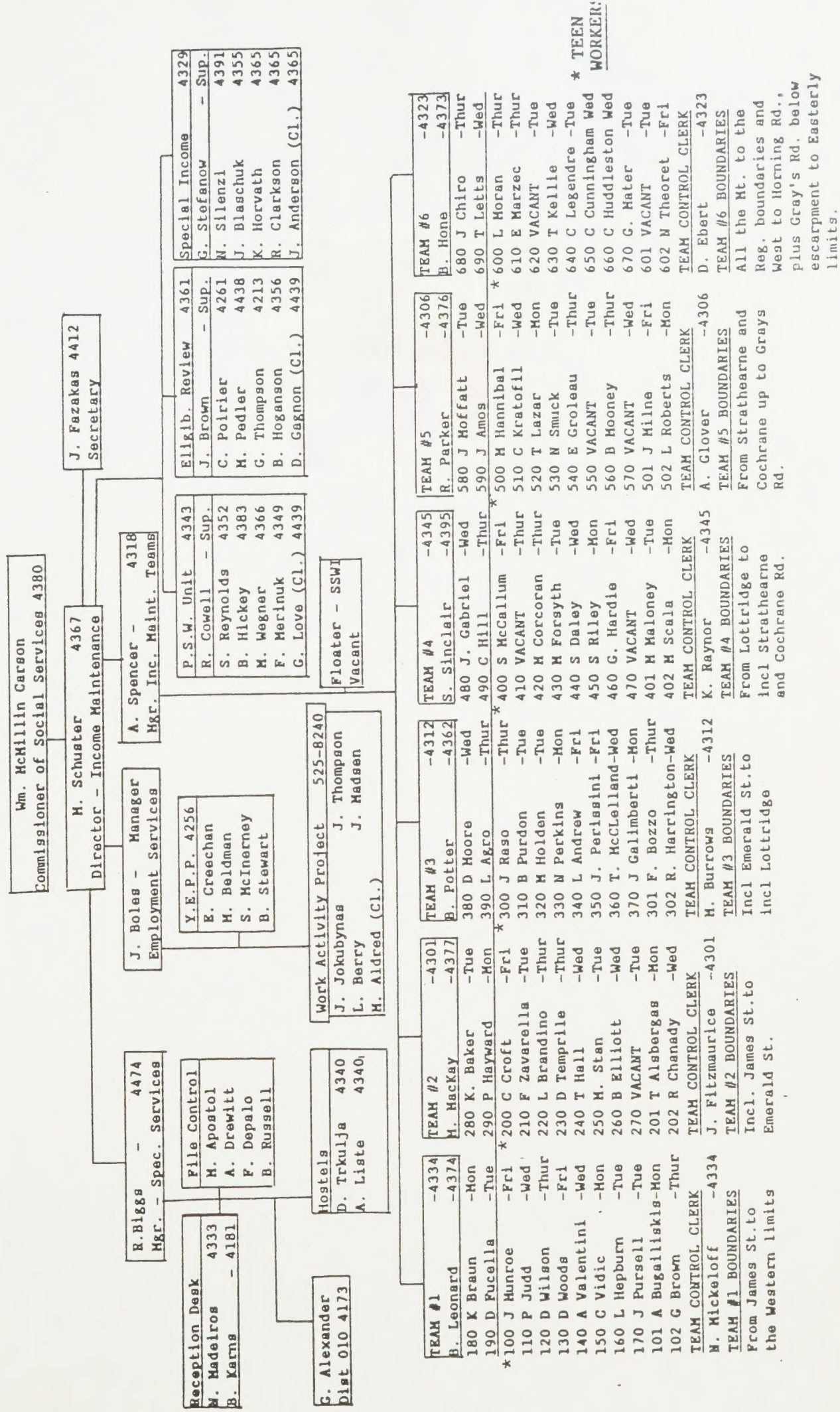


Wm. McMillin Carson  
Commissioner of Social Services  
526-4380

B. CRUICKSHANK  
526-4397  
EMPLOYMENT PLACEMENT SERVICES

--Clerk Typist-Nancy Labuda  
526-4398











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